

Notice of Allowability

Application No.

09/649,974

Examiner

Philip C. Lee

Applicant(s)

BUFFALO ET AL.

Art Unit

2154

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 12/01/04.
2. ☒ The allowed claim(s) is/are 1-7, 15-17 and 19-29.
3. ☒ The drawings filed on 30 January 2004 are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
 6. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☒ Interview Summary (PTO-413), Paper No./Mail Date 5/11/05.
7. ☒ Examiner's Amendment/Comment
8. ☐ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

N. S. Hadley

1. An Examiner's Amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 C.F.R. 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the Issue Fee.
2. Authorization for the examiner's amendment was given in a telephone interview with Wendy Koba, reg. no. 30,509, on May 11, 2005.
3. The application has been amended as follows:
 - a. Replace claim 1 to read as of the following:

In Claim 1,

1. (currently amended) An automatic customer maintenance system for automatically providing infrastructure maintenance in response to a customer form/report/ticket in a communications network that includes a core communications service and an Access Provider service, comprising:

a Work-Flow Manager, arranged to automatically trigger, for each customer form/report/ticket, at least one automatic diagnosis software program from a plurality of automatic diagnosis software programs without human intervention for automatically generating a ticket/customer repair request regarding a problem and diagnosing the problem by using the at least one automatic diagnosis software program and using an automatic linking program for

automatically linking and correlating the customer form/report/ticket with another ticket for problem occurring in a higher level facility/equipment; and

a Maintenance Program Scheduler, coupled to the Work-Flow Manager, for invoking at least one predetermined maintenance software program based upon predetermined criteria being met by the form/report/ticket, and the results of the at least one automatic diagnosis software program, for automatically testing to determine whether the problem has been fixed,
automatically generating clearance information and analysis codes on the ticket, automatically notifying the customer that the system has repaired the problem and automatically closing out the ticket/customer repair request upon successful repair of the problem, without human intervention.

b. Replace claim 15 to read as of the following:

In Claim 15,

15. (currently amended) A method for automatically providing, without human intervention, infrastructure maintenance in response to a customer form/report/ticket in a communication network that includes a core communications service and an Access Provider service, comprising the steps of:

automatically generating a ticket/customer repair request regarding a problem;
automatically diagnosing the problem by using an at least one automatic diagnosing diagnosis software program and using an automatic linking program for automatically linking

and correlating the customer with an area to solve a problem; form/report/ticket with another ticket for problem occurring in a higher level facility/equipment;

automatically testing to determine whether the problem has been fixed;

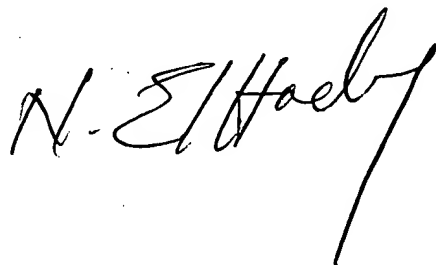
automatically generating clearance information and analysis codes on the ticket;

automatically notifying the customer that the system has repaired the problem; and

automatically closing out the ticket/customer repair request upon successful repair of the problem.

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Philip C. Lee whose telephone number is (571) 272-3967. The examiner can normally be reached on 8 AM TO 5:30 PM Monday to Thursday and every other Friday. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Follansbee can be reached on (571) 272-3964. The fax phone number for Group 2100 is (703) 872-9306. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703)350-6121.

Philip Lee

A handwritten signature in black ink, appearing to read "N. E. Haebly", with a long, sweeping vertical stroke extending downwards from the end of the signature.